

# Total Number of Online Services Information Technology



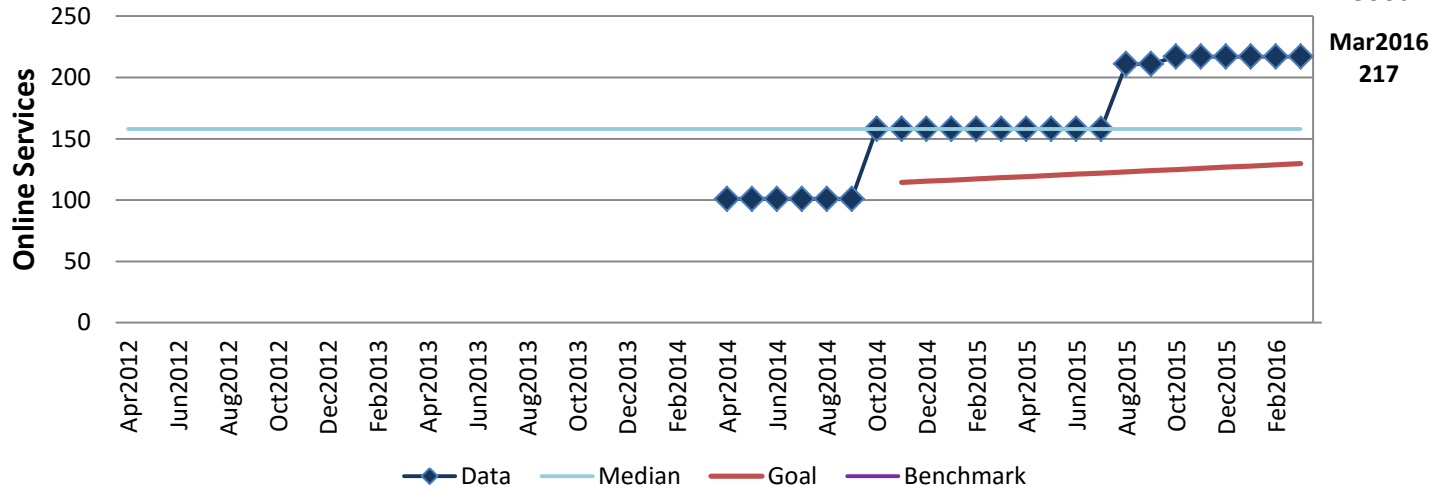
KPI Owner: Debbie Lowery

Process: Performance Improvement

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 104 services online prior to FY 2013 Goal: Increase online services by 10% annually    Benchmark: TBD		Data Source: # of serv on Louisivilleky.gov  Goal Source: Mayor & Dept Strategic Plans  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The total cumulative number of datasets posted to the open data portal  Why Measure: make sure we are continually improving customer exper.  Next Improvement Step: Work with departments to incorporate this metric into their LouieStats as they identify and add new online services		
How Are We Doing?					
Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
N/A	N/A		130	217	
Online Services	Online Services		Online Services	Online Services	

## Total Number of Online Services

217 Online Services Total



## Apr2015-Mar2016 Total Online Services by Department (Top 10)

